

BUSINESS SERVICE OFFICER I (SPECIALIST)  
DEPARTMENTAL PROMOTIONAL EXAMINATION  
STATEWIDE - PROMOTIONAL

SALARY RANGE: \$3658.00 to \$4446.00

FINAL FILING DATE: 03/13/09

STATE OF CALIFORNIA  
DEPARTMENT OF FINANCIAL INSTITUTIONS



IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE SINCE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**WHO MAY APPLY** This is a promotional examination for the Department of Financial Institutions (DFI). Applicants must be currently employed with DFI or have eligibility to compete in DFI's promotional examinations and have a permanent civil service appointment without a permanent break in service as of the final filing date.

**HOW TO APPLY** Applications are available upon request and may be filed in person or by mail. Resumes alone will not be accepted. Applications (Form 678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason. FAXED APPLICATIONS WILL NOT BE ACCEPTED. Submit applications to:

DEPARTMENT OF FINANCIAL INSTITUTIONS  
OFFICE OF HUMAN RESOURCES  
Attn: Aile Adriano  
1810 13TH STREET  
SACRAMENTO, CA 95811

**SPECIAL TESTING ARRANGEMENTS** NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.  
If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements.

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION** Applicants must meet the experience/education requirements by the final filing date. Your signature on your application indicates that you have read, understood and possess the qualifications required. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I", or "Or II", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**EDUCATION AND EXPERIENCE** This examination will utilize an evaluation of each competitor's experience and education compared to a standard developed from this class specification. For this reason, it is especially important that each competitor take special care in filling out his or her application accurately and completely. List all experience relevant to the "Requirement for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation.

**MINIMUM QUALIFICATIONS** **Either I**  
One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)

**Or II**  
Experience: One year of technical experience beyond the Trainee level in one or a combination of the following:

- 1. Equipment and supplies management including the preparation of purchase documents. or
- 2. Building management including lease negotiation and problem resolution. or
- 3. Telecommunications including landwire and radio/microwave.

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant (Specialist), Range C.] and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**THE POSITION** Under general supervision, incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult and complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capitol Outlay and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Services Analyst.) Incumbents are nonsupervisory but may serve as lead over lower level staff. With an appropriate restructuring of duties, positions allocated to this class may be downgraded to Business Service Assistant (Specialist) for recruitment purposes.

**EXAMINATION INFORMATION** This will be an Education & Experience examination. Ranking of candidates is based on evaluation of information provided by the candidate in his or her Application for Examination

SEE REVERSE FOR ADDITIONAL INFORMATION

EXAM TITLE Business Service Officer I (Spec) KK70/4720 FINAL FILING DATE: 03/13/09  
DEPARTMENT OF FINANCIAL INSTITUTIONS ❖ OFFICE OF HUMAN RESOURCES  
ADDRESS: 1810 13TH STREET ❖ SACRAMENTO, CA 95811 ❖ (916) 327-4636  
California Relay (Telephone) Service for the Deaf/Hearing Impaired: From TDD 1-800-735-2929, From Voice 1-800-735-2922

SCOPE

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:

A. Knowledge of:

1. English grammar and punctuation;

2. Principles and practices of public administration;

3. Financial record keeping;

4. Office and automotive equipment and supplies;

5. Bases for property values and the legal forms, procedures and requirements necessary in property transactions;

6. Building management including office layout, lighting, heating and ventilation.

B. Ability to:

1. Communicate effectively;

2. Learn rapidly;

3. Follow directions; analyze data accurately;

4. Reason logically;

5. Maintain the confidence and cooperation of those contacted during the course of work;

6. Utilize good work habits

7. Write specifications and determine whether incoming materials, supplies and equipment meet the standards set up in these specifications;

8. Utilize office and automotive equipment and supplies effectively and economically;

9. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs;

10. Inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements; plan and direct the work of others;

11. Successfully negotiate agreements for office space, equipment, supplies and services;

12. Prepare budgetary data on such needs;

13. Analyze situations and problems accurately and take an effective course of action.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Financial Institutions. This list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

VETERANS PREFERENCE

Veterans Preference Credit is not granted in promotional examinations.

GENERAL INFORMATION

**It is the candidate's responsibility** to contact the DFI Office of Human Resources at (916) 327-4636 three days prior to the written test date if s/he has not received his/her notice; or three weeks after the final filing date if there is no written test.

**If a candidate's notice of oral interview** or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, s/he will be rescheduled upon written request.

**Applications are available** at State Personnel Board offices, local offices of the Employment Development Department, the Department noted on the bulletin or on the Internet at <http://www.spb.ca.gov>.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Department of Financial Institutions** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with the civil service law and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant as determined by the departmental testing office. Ordinarily, interviews are scheduled in Sacramento, San Francisco and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. In addition, Government Code Sections 18990 and 18992 permit certain exempt employees employed by the Legislature or the Executive Branch to participate in civil service promotional exams. These codes and rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open exams investigation may be made of employment records and personal history--fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the depth, breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her efforts toward self-development.

**High School Equivalence:** Equivalent to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA DEPARTMENT OF FINANCIAL INSTITUTIONS ♦ OFFICE OF HUMAN RESOURCES ♦ (916) 327-4636  
1810 13<sup>th</sup> Street  
Sacramento, CA 95811

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.  
California Relay (Telephone) Service for the Deaf or Hearing Impaired:  
From TDD phones 1-800-735-2929 ♦ Voice 1-800-735-2922